

ATTENDANCE POLICY

Any appointment that is missed affects three people: You are not receiving the treatment prescribed for your condition, your Physical Therapist who has reserved that time for you personally is not able to see patients, and any other patient who could have been seen in your place is not receiving care.

Our attendance policy has been established to provide the highest level of service to all patients.

Patients must cancel an appointment at least 24 hours in advance. No shows and cancellations made within 24 hours will be considered a Late Cancel.

A patient will be allowed to continue with their therapy after one late cancellation with an excusable explanation.

After two (2) no shows/late cancellations the patient will be charged 25.00. This fee must be paid before the patient's next appointment.

After three (3) no shows/cancellations, the patient will be subject to scheduling restrictions. All future appointments will be taken off the schedule and patient must call the day-of to make an appointment.

We understand that emergencies arise and that it may not be possible to extend notice in some circumstances. Exceptions to the No-Show/Late Cancellation Policy will be determined by the Office Management Team.

Thank you for helping us provide the best quality service to all our patients by following our attendance policy.